F15 /

Title: METHOD AND APPARATUS FOR SHARING **CUSTOMER DATA** Applicants: David A. Funck et al.; Atty. Dkt. No. 6560-82969US Sheet 2 of 6 SYSTEM ADMINISTRATION UNIT HARD DISK CENTRAL CUSTOMER TELEPHONIC MAIN PROCESSING UNITS MEMORY UNIT -26 MULTIPORT EXTERNAL ELEPHONIC **SWITCH** NETWORK 0 18 10 BASIC RATE LINE 36 17 AGENT TELEPHONIC The first complete states SETS

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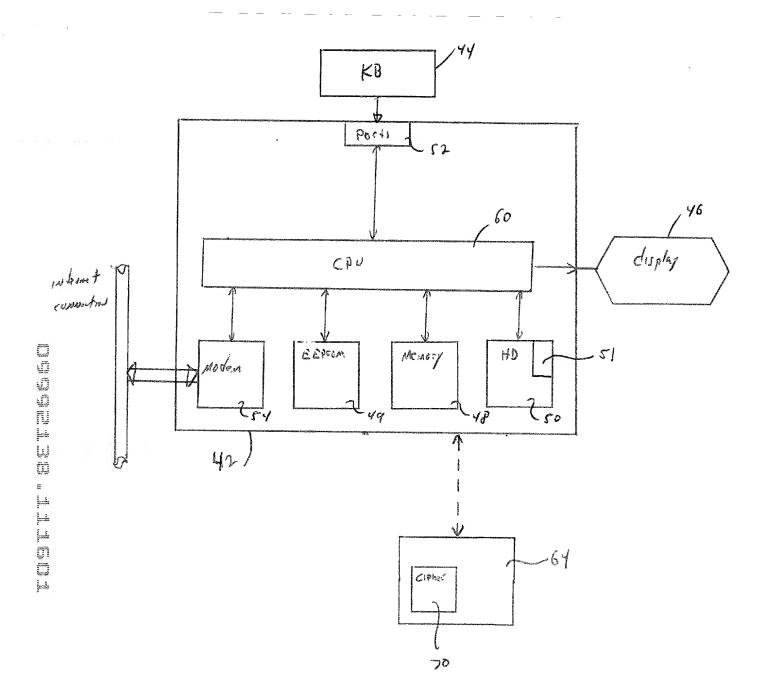
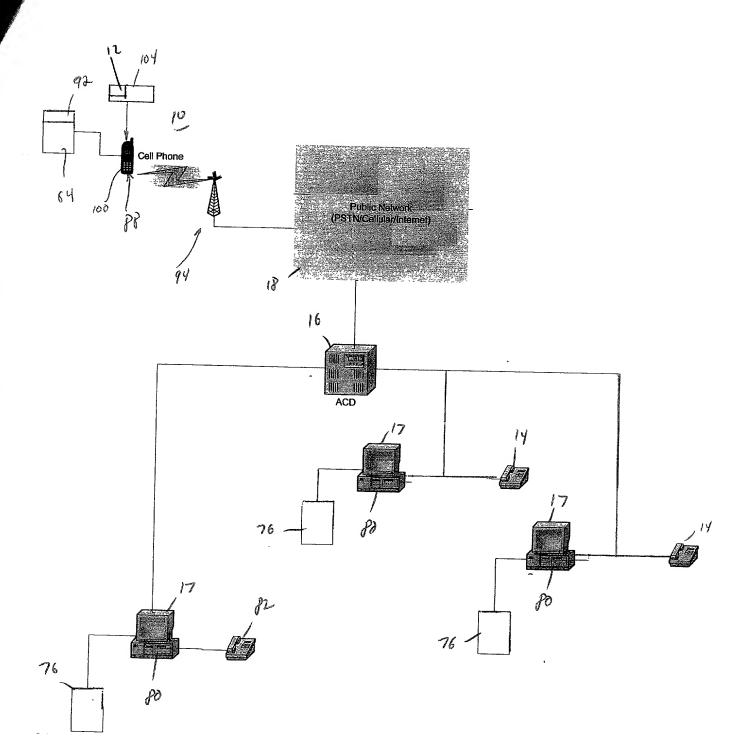


Fig. 3

Fig. 4

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Fig. 6